

# Responsible Business Helpdesks

## Supported by the Initiative for Global Solidarity

The Responsible Business Helpdesks assist local businesses that want to step up their sustainability performance and meet the growing requirements deriving from Corporate Sustainability Due Diligence legislation.

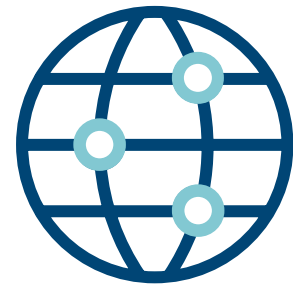
### Background

There is growing momentum in many European countries to introduce mandatory human rights and environmental due diligence (HREDD). Regulations like the German Supply Chain Act and the EU Corporate Sustainability Due Diligence Directive (CSDDD) oblige companies to prevent and remediate negative effects of their operations on people and the environment.

The network of Responsible Business Helpdesks (RBH) is a support structure, which informs, sensitizes, and advises local companies on these regulations and sustainable supply chains in general.

The RBH are hosted by local business organisations and their service portfolio depend on local needs and challenges. The Network is supported by The Initiative for Global Solidarity (IGS) on behalf of the German Ministry for Economic Cooperation and Development (BMZ).

### Impact



More than 1,000 suppliers used the information and advisory services of the RBH

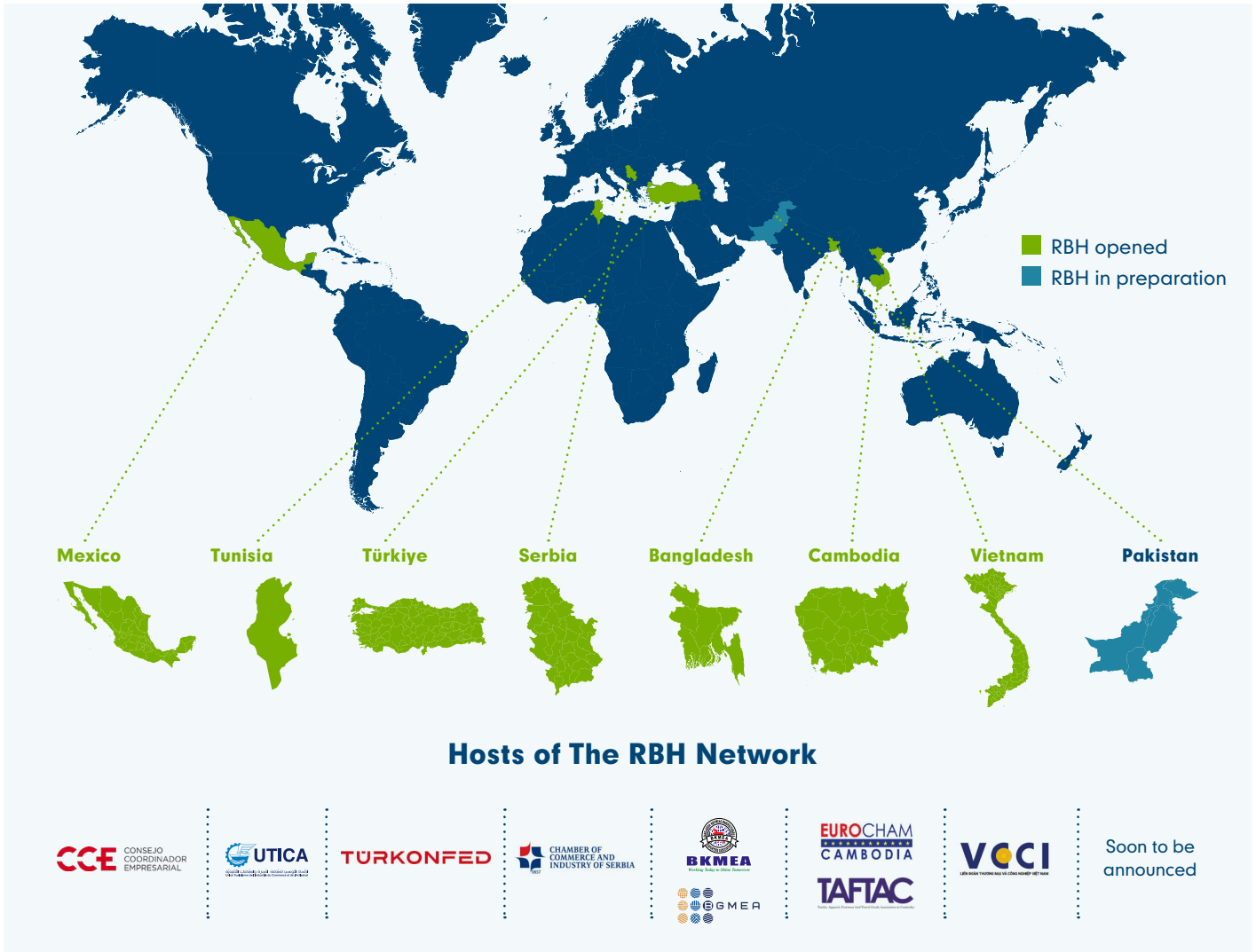
### The RBH Service Portfolio

- 1** Advice for companies and business associations on HREDD based on the common UN Guiding Principles and OECD guidances on Responsible Business Conduct.
- 2** Referral to existing training and consultancy of HREDD service providers based on the specific questions and needs of businesses.
- 3** Raising awareness and fostering dialogue on HREDD through (online) seminars, events, training series or round tables.
- 4** Provision of information on HREDD through learning materials, FAQs, tools, and translations of relevant policies/regulations.

## The RBH Network

The RBH are members of a cross-country and cross-sectoral network, which is facilitated by IGS. The RBH Network provides peer-to-peer and expert learning as well as various networking opportunities by getting connections to multinational enterprises or international policy actors. The RBH Network works on common positions on HREDD, takes them to the policy level and offers North-South exchange formats. Through the RBH Toolkit, the RBH can exchange knowledge, best practices and lessons learned. The Toolkit creates a replicable RBH model and fosters a common understanding on HREDD throughout the The RBH Network.

Visit our [LinkedIn](#) profile for more information and regular updates on The RBH Network.



Impressions of the Global Meeting of The RBH Network 2023 in Berlin.

## Quotes from The RBH Network



**Reinhard Junker, Senior Advisor  
Division 120, Federal Ministry  
for Economic Cooperation and  
Development**

“The concept of due diligence is not well known yet. We see an urgent need to support companies and partner countries, and this is why we are promoting The RBH Network as one of our flagship support measures.”



**Arda Batu, Secretary General &  
Board Member at TÜRKONFED**

„HREDD is an important agenda to be instilled in the minds of business: An important cause for humanity, but also for competitiveness and business in the future!”



**Tanja Lindell, Chamber of Commerce  
and Industry of Serbia**

“We can see that the RBH’s services are very well received in Serbia and that more and more companies are seeking our support.”



**Fazlee Shamim Ehsan,  
Vice President BKMEA**

„The RBH Network is extremely important for us. We can gather knowledge from associations and chambers around the world and share it with our stakeholders.”

## The RBH-Network – embedded in a broader support system on HREDD

**The RBH-Network is part of a range of support services created for the implementation of HREDD.** Key initiatives include the Team Europe Initiative (TEI) with its planned digital EU Helpdesk, which will support various stakeholders in partner countries regarding CSDDD. Additionally, the German Helpdesk on Business and Human Rights provides free advice, resources, and tools for German companies to assist them in fulfilling their due diligence responsibilities.

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